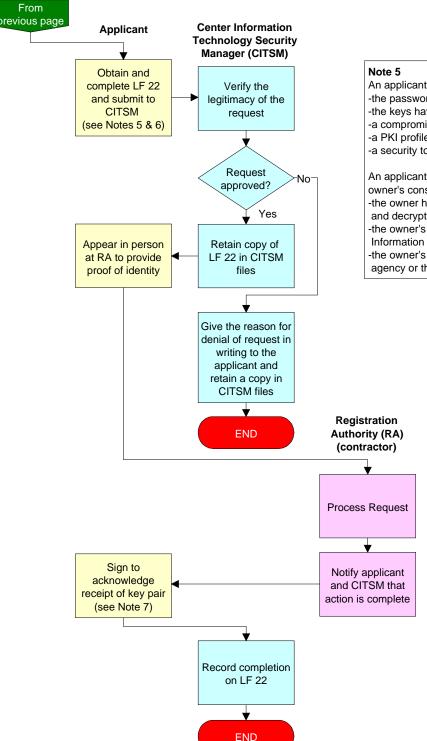
Applicant REQUESTING, MODIFYING, OR RESTORING A PUBLIC KEY INFRASTRUCTURE (PKI) CERTIFICATE **START** LMS-CP-5630 Objectives: Revision: B-5 -ensure that certificates are issued only to individuals with a legitimate requirement, who have sufficiently authenticated their identity -re-enable a disabled certificate Restoring? Yes -change user information -ensure that key pairs are restored only to the key pair owner or to an authenticated individual No -ensure that the Registration Authority obtains concurrence from the Center Verify that Information Technology Security Manager prior to restoring to an authenticated minimum eligibility individual requirements can be satisfied Original signed on file Approval (see Note 1) **Deputy Center Director General Information** Requirements **END** satisfied? The following records are generated by this procedure and should be maintained in accordance with CID 1440.7: Yes -LaRC PKI Certificate Application and Approval Request, LF 21 -LaRC PKI Certificate Key Recovery Request, LF 22 Obtain and complete LF 21 **Center Information** and submit to Note 1 **Technology Security** Registration **CITSM** All LaRC civil servants need a certificate. Manager (CITSM) Authority (RA) (contractor) Individuals who are not LaRC civil servants but have a requirement for a certificate must have a LaRC civil servant sponsor. Yes Application **Process Request** approved? The following requirements must be met by LaRC civil servants and LaRC-based contractors: No -Applicants must be in possession of a NASA photo ID Notify applicant in -Applicants must have a LaRC E-mail Post Office account writing with Cc to Notify applicant of **END** (see LMS-CP-5519) RA and CITSM completion -Applicants' systems must satisfy a set of minimum hardware files and software system requirements (see instructions for LF 21 for the web site that lists these requirements) Any LaRC civil servant may request an additional certificate to support a process that requires the PKI encryption technology. New account? Note 2 Yes PKI training is available through SATERN at https://satern.nasa.gov Complete PKI **Training** It is the responsibility of the RA to provide two pieces of information that the applicant will use for authentication to the Certificate Authority at Ames to have the certificate pushed out to the LaRC (see Note 2) X.500 directory server. Appear in person Note 4 at RA with NASA Questions about software installation should be directed to the ODIN helpdesk or the applicant's photo ID system administrator. ODIN supplies this software to the Center and will install it on full seats. (see Note 3) For applicants without a system administrator, call the CITSM for assistance. Install PKI software on desktop (see Note 4) To next page **END**

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From

An applicant may request recovery of a personal key pair if:

- -the password has been forgotten
- -the keys have been compromised
- -a compromise is suspected
- -a PKI profile has been lost or damaged
- -a security token has been lost or damaged

An applicant may request key recovery, with or without the key pair owner's consent if:

- -the owner has left the organization and management needs to recover and decrypt files
- -the owner's actions are in question by line management, the LaRC Chief Information Officer, or Center Information Technology Security Manager
- -the owner's actions are in question by an external law enforcement agency or the Security & Program Protection Services

Note 6

For information on Key Recovery, refer to "What You Need to Know About Key Recovery" on LF 22.

Note 7

When a request is made without the consent of the user, the applicant must provide information on which of the user's files need to be reviewed. The user may or may not be notified of the action depending on circumstances.

If the recovery is for reasons other than business continuity, the recovery is classified as an IT security incident and will be handled at the discretion of the CITSM.